

Celebrating Student Success

At George Brown College, we don't just give credits for courses, we give credit for a job well done.

In fact, we practically dedicate a whole month to celebrating our students' successes. Year-end receptions, ceremonies, dinners and exhibits were held throughout April to recognize the academic and creative talents of students in all program areas.

Each event means a great deal not only to the students but also to their families who are invited to attend and to the college staff and faculty who work so hard to organize a night dedicated to their students.

The receptions that kicked off the award ceremonies and exhibits gave guests a chance to mingle and enjoy delicious fare prepared and served by students in Hospitality and the Chef School. Our students also took advantage of important networking opportunities as they rubbed elbows with many industry guests, who in turn got to check out the best and the brightest potential employees.

Celebrating student success also gave our graduates a great opportunity to celebrate the friendships and bonds they have formed over their years at George Brown College.

Centre for Hospitality & Tourism Management

Student Success & Industry Recognition Awards – March 31, 2004

Awards:

66 student awards; 5 industry awards for externship employers

The night began with a catered reception at Siegfried's.

John Walker, the Dean of Hospitality, was the master of ceremonies and a number of industry sponsors helped to present the awards in the Centre for Financial Services Education auditorium.

Photos by Glenn Brown



The Cuisinart Canada Culinary Award goes to: Nancy Brown (middle)



With a glass of wine and a plate of smoked salmon canapés, students, proud parents and industry guests are all smiles at the Centre for Hospitality & Tourism Management's awards night pre-party.



The Dean's Making it Happen Award goes to: Victor Jimenez Gomez (middle) and Tammy Chung (right)



School of Business

Student Awards Night –
April 7, 2004

Awards: 64 student awards

Siegfried's Restaurant was once again transformed into a cocktail party complete with a live band. Later, the celebrations moved to the CFSE auditorium where students and parents cheered loudly as the winners were called down to get their awards.



Helene Vukovich (right), Director of the School of Business and Susan Bryant set the mood with some live music before the ceremony begins.

(Top)
The whole gang of School of Business students gathers together for a photo opp.

Photos above and top by Andre Fortier



The Millennium Excellence Award goes to: Rosa Duran (right)

Faculty of Community Services and Health Sciences

Awards: Douglas E. Light Scholarship Awards; Millennium Awards; Phyllis Eileen Edwards Memorial Endowment

The award winners and their families were treated to a luncheon after the awards presentation.



(Above)
The Millennium Awards go to: Jesse Doehler-Knox (left) and Keon Lee (right)
The Douglas E. Light Scholarship Award goes to: Deanne Ravello (middle)
– Graduate of Scarborough Centre for Alternative Studies

(Left)
The Phyllis Eileen Edwards Memorial Endowment goes to: Jessica Bonilla Eduardo (second from left), Robin Buyers (left), a Community Services faculty member, started the endowment fund in honour of her mother with money she received as a Crystal Apple award winner.

Jewellery Arts

Flux, Jewellery Arts Graduate Show – April 8, 2004

Awards: 17 student awards

The year-end show, held at Harbourfront's Bounty Canadian Craft shop, gave graduating students a chance to display the fruits of their labour to their peers, families and well-connected industry guests in the intimate gallery. Jewellery wasn't the only thing on display that night as every student wore the look of pride and accomplishment during the awards presentation.



(Above)
Guests admire the handcrafted necklaces, earrings, brooches and rings made by this year's graduating Jewellery Arts students.

(Right)
Gesswein Canada Award
goes to: Olga Tkhor (right)



(Left)
The Made You Look Entrepreneur Award
goes to: Andrea Mills (right)

Faculty of Technology

Annual Student Awards Ceremony – April 16, 2004

Awards: 43 student awards

The recently opened La Dolce Vita restaurant at the Casa Loma campus was the location for this year's Faculty of Technology awards. It was standing room only for the afternoon reception attended by more than 150 students, their families, faculty and staff and industry guests.



(Above)
The Technology Internship Award
goes to: Nicole Curan (right)

(Far left)
The Architectural Technician Excellence Award
goes to: Mark Cairns (right)

(Left)
The C.N. Award
goes to:
Chantal Goring (right)
Photos by Malcolm Forge



Fashion Studies

Signatures 2004 Year-end Fashion Show and Awards – April 22, 2004

Awards: 36 student awards

It was all about pushing the boundaries of fashion and style at George Brown College's annual fashion show. First- and second-year fashion students strutted their designs from classy business attire to fun and outgoing weekend wear and casual dresses to bridal gowns before a full house at Convocation Hall. The student awards presentation finished off the fashionable affair.



(Above)

Best of Show guests check out some of the new media design students' web site concepts at an interactive display table created by Andrew Davies Design.

(Left)

The Advertising Award goes to: Ramona Fernandes (right)

(Right)

The Umbra Design Excellence Award goes to: Justin Altheson (middle)

Photos by Glenn Brown

School of Design

Best of Show 2004 – April 27, 2004

Awards: 25 student awards

Best of Show featured the top 60 graphic design projects of this year's graduating class selected by judges from the design industry. The chosen thesis and portfolio projects were unveiled during a reception at the Design Exchange, Canada's design museum and centre for design research and education.



city college news

Low KPI results fuel desire to aim higher

The 2004 KPI results have been released and in most categories, George Brown College ranks above the system average.

But with a Student Satisfaction rate of only 64 per cent, we are trailing the pack.

However, our new president is determined to help us change these results quickly.

"This year's Student Satisfaction results are disappointing," said president Anne Sado. "But they give us an opportunity to rethink our priorities and move forward on improving the classroom and campus experience for our students."

Most people will agree that the results are discouraging, especially after last year's increase. It is important, however, to keep these figures in perspective.

The margin of error in this survey is estimated to be plus or minus 4 per cent. So while there was a significant increase of six points last year, some of that can be attributed to the margin of error, said Marjorie McColl, Director of Academic Excellence.

"Overall, our students are slightly less satisfied than last year...and they are significantly less satisfied than other students in the GTA and the province," she said. "We can do better. There is no reason why George Brown College's students, with the right kind of focused effort from everyone, can't be as satisfied as other students at other colleges."

Results of the Student Satisfaction category are one indication of how we are doing to our most important customers — the students — so

improving our rate is high on the college's list of priorities.

In a letter addressed to the college shortly after the survey was released in early April, Sado outlined what must be done next:

- understand root causes of dissatisfaction and determine what and how to improve
- complete the Academic Strategy work that has already begun
- continue evolution of the Student Life Cycle Initiative

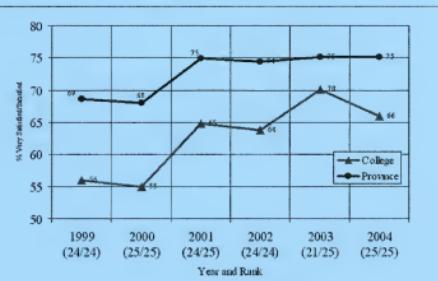
Both the Academic Strategy and the SLC's new student service centres were already underway before this year's KPI survey was released — the results simply add urgency to our work, Sado said.

"The development of an effective Academic Strategy for the next five years should assist us greatly in addressing student satisfaction," she said. "It will allow us to raise the bar on the quality of education offered at this college."

The new student service centres will also help to improve how we serve our customers by providing them

KPI Results - Student Satisfaction category

*Year refers to when survey was released



with efficient service for all essential tasks. We will focus on providing consistent and accurate information in one convenient location.

Many people across the college have been working diligently over the years to deliver the best support services and classroom experiences to our students and though this may not be reflected in the most recent KPI results, this determination and dedication does exist, said Michael Cooke, Vice-President of

Academic Excellence.

"By and large, I'm seeing people wanting to roll up their sleeves and figure out what to do next," he said. "We have the Academic Strategy, the Student Life Cycle Initiative and we are making major investments in our IT systems. We just need to stay focused and persist."

For more information about the KPI results, please go to <http://insite.or> or the ACAATO Web site at <http://www.acaato.ca>.

Child Care Cooks' hits the spot



The fourth annual Child Care Cooks' conference, hosted by the Centre for Early Childhood Development and the Chef School, featured a new event called the Pantry Challenge. On April 23, four teams of child care cooks from across the region invaded the Chef School kitchens to turn some basic food items into a tasty meal in under an hour. Each teams' creations were colour-coded to make it easier for the judges — children from George Brown College child care centres — to place their votes. Most of the young judges dug right in to the barbecue chicken, stir-fry noodles, wraps, roasted yams, potatoes and veggies while others simply declared their loyalty to macaroni and cheese. The conference, held to honour cooks in child care centres, also included professional development workshops, cooking lessons and vendor displays. For more about the event, please go to http://www.gbrown.ca/earlychildhood/news_childcare_cooks.html.

Staff share ideas, emotions at Academic Strategy forums

Ask a simple question and you open the floodgates of emotion.

Hurt, frustration, anger, depression, hope, commitment, and yes, even love come pouring out in a seemingly endless torrent of words. Deeply felt wounds of the past are brought out once again. New ideas, new chances for healing are proposed.

But this isn't therapy. There's no therapist in the room, just a consultant hired to collect staff opinions about George Brown's academic direction and strategy.

At this open forum session held at St. James campus on May 13, college staff — mostly teachers — took the opportunity to consider ideas about how to improve teaching and learning at the college and express their feelings about everything from enrolment targets to broken classroom equipment.

The simple question consultant Maureen McKenna asked halfway through the 90-minute session — what academic strategies should the college adopt for the next three to five years? — was all it took for this particular group of teachers to be off and running.

They started slowly, asking for more smart classrooms and more reliable teaching technology. That led to a request for class sizes appropriate to the material being taught, more field trips for students, faculty advisors for all students, and more administrative support.



Faculty and staff first discuss what is and isn't working at the college and then share their ideas on how to develop an effective Academic Strategy at an open forum session on May 13.

"We do so much 'administrivia'" we don't have time to do other things," one teacher said.

Then they got into more heavy topics and the emotional content moved up a notch.

All teachers in this group agreed — some vociferously — that the college needs to adopt higher admission standards, more rigorous student selection methods, and strictly enforced promotion policies for returning students so that the level of classroom and lab work remains at an

acceptable level. Some students that fail many subjects in one semester are admitted into the next, they said.

"They just let them back in the classroom and the quality goes down," one teacher said. "Do we follow these (student promotion) policies or not?"

The trend towards hiring large numbers of part-time and sessional teachers was also a hot issue among these full-time teachers. Part-time teachers sometimes

(continued on back page)

College prepares for new and improved service delivery

The look of exasperation on the face of a student standing in a long line outside the Financial Assistance Office says it all. The sigh of frustration from a registration officer behind his computer terminal says even more.

Although these two people are just acting in a video produced by a Graphic Arts graduate, the two-minute segment, showing the frustrations felt by people on both sides of the counter, sums up perfectly the need to improve service delivery at the college.

The video, produced by Keta Manohar, was shown at a special information session for Registration and Student Affairs staff on the progress of the Student Service Centre Project held last month.

During the all-day session, college president Anne Sado addressed the group about the importance of good customer

service — an area she has come to know very well from 25 years at Bell Canada. She stressed that it is particularly crucial at an educational institution where students need a supportive environment to learn.

The college has heard our students' concerns about the current state of service delivery loud and clear, said Sado. We are now starting to address them and she is optimistic about the new direction we are taking.

Sado announced that staff for the new service centres will train throughout the summer and during September Start-up, teams of Information Specialists will work at prototype service counters in St. James and Casa Loma. These counters will streamline the registration process by providing students with consistent, accurate information and reliable transactions all in one place. Among other benefits to

students will be a new system of tracking and resolving problems, Sado explained.

The Student Life Cycle Team will be responsible for guiding the implementation strategy and supporting the transition to the new service delivery model under the direction of Susan Stylianous, Executive Director of Student Affairs, she said.

A lively question period followed the president's presentation with a panel of managers and directors including the SLC Steering Committee — Michael Cooke, Yves Hébert, Eugene Harrigan — and SLC Team Leaders — Brenda Pipitone and Wayne Poirier.

To watch Keta Manohar's video, go to <http://www.ketanmanohar.com/slcs.ps.html>. Quicktime Pro is required to view it. For more information about the new service centres, please log onto <http://www.gbrownnc.on.ca/slcs/>.

What is insite?

You may have heard a lot of references to the word "insite" recently and although you might know that it's the name of our college Intranet site, you might not know what it's all about.

Here is a list of frequently asked questions about the Intranet and its purpose:

Q. What is the difference between the Intranet site and the George Brown College web site?

A. The George Brown College web site is meant for a number of different users to access including potential students, current students, college administration, staff and faculty, industry partners and the general public. It is accessible from any computer with an Internet connection. The Intranet site is exclusively for people who work at George Brown College and can only be accessed from a computer within the college. When at the college, simply type "insite" in the address bar of web browser and you will be taken to the Intranet site.

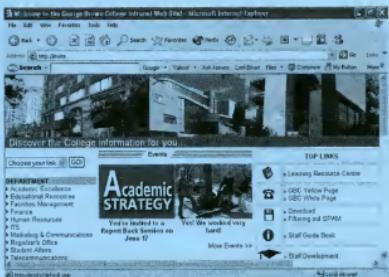
Q. What is the Intranet site for?

A. Insite is used to communicate with

those who work at the college. There you will find information from every department including Human Resources, Marketing and Communications, Facilities Management, the Registrar's Office and the Academic Divisions. College policies, guidelines, procedures, important dates, messages from the president, college-wide announcements and updates on college events are also posted on the Intranet site.

Q. Why do we have an Intranet site?

A. For a large, complicated and spread-out organization like ours, it is important to have one place where information can be posted and easily accessed by everyone. It also helps to establish a sense of community within the college. Not everything that is posted on the Intranet has to be of a serious nature. In fact, it makes for a better Intranet site if there are interesting photos



and stories from college events and other happenings around the community. If you submit information to the Intranet site, remember who your audience is — your colleagues, not your students, industry partners or the general public.

Q. Who manages the Intranet?

A. The Intranet site is managed from the Marketing and Communications department by Katrina Aruvitov, the college's webmaster. She can be reached at ext. 2598 and by e-mail at webmaster@gbrown.ca.

Staff get gifts that keep on giving

By Dan Barnes

Professional Development week came to a hugely successful conclusion on April 29 as St. James campus played host to a special Staff Development event; one where every participant received a dozen free gifts.

What was being exchanged were GIFTS — Great Ideas For Teaching Students or Great Ideas for Training Staff — and the unusual format of the event made for one of the most popular and unique workshops in recent memory.

More than 90 faculty, support staff and managers from all areas of the college took part and 30 were on hand to share their own personal "best practice" ideas that participants could start using immediately.

The event was held in the St. James cafeteria and Idahlynn Karre kicked off the proceedings by explaining how the session worked to assembled participants, including president Anne Sado, who were enjoying breakfast and coffee. Ten tables were arranged around the room and numbered. Each number corresponded to a one-line subject description on the

sheets each participant had received upon their entry.

A GIFT giver was seated at each table. Karre rang the GIFTS bell signaling the participants to rush to the table with the subject description that interested them the most. For the next ten minutes, the GIFT giver shared his or her practical idea for teaching students with the people gathered at the table, and then the bell rang again, signaling that it was time for participants to move on to another table.

After four ten-minute sessions and a brief break, the GIFT givers changed, and the process began all over again.

In total, participants had the opportunity to receive 12 different best practices from a choice of 30 different GIFT givers, exposing each participant to a wide range of teaching methods and ideas.

There were all kinds of GIFTS to choose from including "3-D Essays" from Akber Remu, "Encouraging Student Participation with a Survivor Theme" from Camilla Wheeler, "Taming The E-Mail Monster" from Marg Whittleton, "The Bartending Olympics" from Brian Floody, and "Encouraging Learning with Simple Digital Games" from Shirley

Lesch to name a few, and the discussion-based rotating format made the whole experience fast-paced and fun.

The GIFTS event served a dual purpose as it was also Idahlynn Karre's final day at George Brown College, after a year of her sharing her widely popular "Tips and Tools for Teaching" workshops with the GBC community.

When the final session had been completed, and everyone was still buzzing with excitement, Human Resources Executive Director Nancy Hood took the opportunity to present Karre with flowers and a gift as a thank you for all her contributions to the college.

Karre gave an emotional farewell speech, thanking everyone for their hard work and dedication over the past year.

Participants then enjoyed a delicious lunch prepared by Chartwells, and as they ate had the chance to browse the "Share the Wealth" poster information session highlighting upcoming conferences. It had been a truly memorable morning, so auspicious, in fact, that plans are in the works to make the GIFTS session an annual event.



The blackboard quickly fills up with notes made during the 90-minute session. don't know the course material, and take time to become accustomed to college practices and routines, they explained.

These teachers said they love teaching, love their students, but feel like "second-class citizens" at the college. They say they feel their efforts are not recognized and there is little encouragement for career planning and development.

Some — but not all — of these thoughts, and certainly little of this emotional content, were written on Post-it Notes and put on the blackboard as part of the discussion exercise that McKenna conducted. Those notes were then combined with others from five previous open forums and dozens of focus groups, involving more than 300 staff members, to form a resource

The consultation process to date has produced a wealth of ideas and perspectives. Each open forum and each focus group had its own character and slant on the issues," said Michael Cooke, Vice-President of Academic Excellence. "I'm looking forward to the plenary session on June 17 where we can hear the key themes and tie them into the strategy framework."

To get a fuller picture of how the Academic Strategy is taking shape, staff and students can attend what is being called a "report back" session on the first phase of consultations. This session will be held on Thursday, June 17 from 10 a.m. to noon in Room 426A at St. James campus.

city college news

is a publication of the Marketing and Communications Department, George Brown College at 200 King St. East, Room 542E, Toronto, ON M5T 2T9 Story ideas? Contact writer Carolyn Wong at 416-415-5000 ext. 4476 or cwong@gbrownnc.on.ca. Editor: Rosalie Starkey 416-415-5000 ext. 4842 or rstarkey@gbrownnc.on.ca. Contents copyright George Brown College, 2004.

Success in the City

Last month, George Brown College was named a finalist for an Urban Leadership Award, sponsored by the Canadian Urban Institute, an organization dedicated to enhancing the quality of life in urban areas across Canada and abroad. Bruce Mau, who is partnered with the School of Design on the Institute Without Boundaries program, nominated George Brown College in the City Livability category. This award recognizes actions that make our cities more livable by improving healthcare, education and the environment, enhancing public spaces and instilling confidence about personal safety and security. Other finalists in our category included Black Business & Professional Association, the Metropolitan Action Committee on Public Violence Against Women and Children

(METRAC) and the Toronto Public Library which was chosen as the award winner. CUI President and former mayor David Crombie invited several members of the college community to a lunch reception on May 26 where Mayor David Miller made a special presentation.

In recognizing that our students aren't the only ones destined for great things, Success in the City, acknowledges and applauds the innovation, intelligence and dedication of College administration, staff and faculty. To submit an item about a person within the College who has been honoured for his or her achievements and community spirit, please send the recipient's name and information about the award to cwong@gbrownnc.on.ca.

Upcoming events

Breaking New Ground

June 14 (10 a.m.)

In an exciting joint venture with Soulpepper Theatre Company, the George Brown Theatre School is moving to a new home at the Young Centre for the Performing Arts in the Distillery District. A groundbreaking ceremony for the building will be held at the corner of Tank House Lane and Cherry Street. For more information, please contact Todd Hammond at (416) 415-5000, ext. 2166.

Convocation Ceremonies

June 15 and 16

George Brown College graduates will gather at the Hummingbird Centre to celebrate the culmination of all their hard work and dedication at this year's convocation ceremonies. Log onto <http://www.gbrownnc.on.ca/Admin/Registr/gradinfo.html#maincontent> for more information.

Academic Strategy Report Back Session

June 17

Want to find out what your colleagues said about the college's academic issues and priorities in recent focus groups and open forums? Come to the two-hour Report Back session on Round 1 of the Consultation on the Academic Strategy. It will take place in Room 426A at St. James. If you would like to attend please RSVP Yen Kha at ext. 4479 or ykha@gbrownnc.on.ca.

12th Annual Golf Tournament

June 23

The annual golf tournament will be held at Parkview Golf Club. The registration fee is \$80 per person and includes green fees, power cart, dinner, two bottles of wine, a grab bag, prizes and trophies. To register or for more information, call Tom or Madeline at (416) 415-5000, ext. 2200.